



Community Manager

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www.cressey.com

The Company

Located in Vancouver, Cressey Development Group is a leading real estate firm established 50 years ago. Cressey has evolved into a large size development and property management company that does more than construct buildings. We create communities – the kind of desirable places that people are proud to own, proud to live in, and proud to call home.

Job Overview

We are seeking an experienced and dynamic Community Manager to join our team and oversee the operations of our newly developed rental building (283 Homes). The ideal candidate will possess strong organizational and interpersonal skills, a passion for creating vibrant communities, and a proven track record in property management. This role involves a combination of operational responsibilities, tenant engagement initiatives, and community-building efforts to ensure a positive and enjoyable living experience for our residents.

Key Responsibilities

Tenant Relations:

- Handle tenant inquiries, complaints, and requests promptly and professionally.
- Maintain positive relationships with tenants to ensure satisfaction and retention.
- Enforce lease agreements, including rent collection and lease renewals.
- Communicate important information, such as maintenance schedules or policy changes.

Property Maintenance:

- Oversee regular maintenance and repairs of the property.
- Schedule and supervise contractors and maintenance staff.
- Perform routine inspections to identify and address maintenance issues.
- Ensure the property is safe, clean, and well-maintained always.

Financial Management:

- Monitor expenses and manage cost-effective solutions.
- Keep financial records and reports up to date.

Leasing and Vacancy Management:

- Advertise and market vacant units to attract prospective tenants.
- Screen potential tenants, conduct background checks, and verify references.
- Prepare and execute lease agreements.
- Manage move-ins and move-outs, including inspections and security deposit returns.

Safety and Security:

- Implement and enforce safety and security protocols.
- Address security concerns and maintain a safe environment for residents.
- Coordinate emergency response procedures and be available for emergencies.

Building Regulations and Compliance:

- Ensure the property complies with local and state regulations.
- Keep up to date with zoning laws, building codes, and housing regulations.



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- Obtain necessary permits and licenses as required.
- Maintain accurate records of all property-related activities.
- Document maintenance requests, repairs, and lease agreements.
- Keep records of tenant communications and lease renewals.
- Prepare and submit regular reports to property owners or management companies.
- Provide updates on property performance, maintenance, and financials.

Leadership:

- Supervise and train on-site staff, such as maintenance and cleaning personnel.
- Foster a collaborative and productive team environment.
- Prepare and submit regular reports to property owners or management companies.
- Provide updates on property performance, maintenance, and financials.
- Identify areas for improvement and implement strategies to enhance property operations.
- Stay updated on industry trends and best practices.
- Be available for after-hours emergencies and coordinate emergency response teams when necessary.

Skills and Qualifications

- Minimum of 3-5 years of experience in property management or a related field.
- Strong knowledge of property management principles and landlord-tenant laws (BC Tenancy Act).
- Customer-focused mindset with a commitment to delivering exceptional service.
- Familiarity with property management software and tools.
- Highly organized with the ability to multitask and prioritize effectively.
- Proactive problem solver with a positive attitude.
- Team player who can collaborate with colleagues and residents.